

## Principles underlying current UTC customer notice practices

- Customers have a right to know when their telecommunications provider proposes to change rates or access to an existing service.
- Where public participation is feasible, customer notice should be early enough to permit it.

## How these principles are reflected in the draft customer notice rules

(02/28/00 draft)

Company requested action	Customer Notice			
	Notice Required	Who receives notice	Before / after UTC action <sup>1</sup>	Notes
Change in company ownership	yes	Only affected customers	before	see note 2
Change terms and conditions for service:				
Clarify tariff text - no rate impact	no			
Restrict access to service	yes	Only affected customers	before	see note 3
Decrease any rate	no			
Increases rates:				
A. General rate - open meeting	yes	All customers	before	
B. General rate - formal hearing	yes	All customers	after suspension	see note 4
C. Extended Area Service	yes	All customers	before	
D. Line extension rates	no			
E. Caller-id	yes	All customers	before	see note 5
F. Non-recurring charges	yes	Only affected customers	after	E.g., late payment fee
G. Recurring monthly charges	yes	Only affected customers	before	
Introduce new service	no			
Issue securities	no			
Special contract approval	no			
Tax increases	yes	Only affected customers	after	
Grandfather a service	yes	Only affected customers	after	A clear explanation of what grand fathering a service means.
Promotions	no			
Transfer company property	no			see note 6

## Notes To Table

1. Staff is proposing that, in specifically defined circumstances, companies provide written notice to their customers. This notice is to happen either before UTC action **or** after UTC action. Unless otherwise noted: “notice **before** UTC action” requires that all customers receive notice at least 30 days before the requested effective date; “notice **after** UTC action” will occur during the next billing cycle.
2. Proposed whenever a public service company files an application to merge or consolidate any of its franchises, property or facilities with any other company (WAC 480-143-210) .
3. Staff is proposing customers receive notice when the effect of the company’s proposal would limit customers access to a service or increase the rates charged. For example: eliminating a service, charging for a service that was formerly provided for free; changing the terms of an existing service with the effect of increasing customers’ rates.
4. Incorporates the information noted in formal case notice requirements (WAC 480-80-125).
5. Caller id has privacy issues involved. This notice must include a line blocking form as well as education about the service and how to use it. UTC staff has a table outlining the industries obligation for notice for this type of service.
6. No notice is required when the property being transferred is equipment, real estate, utility plant, etc. See changes in ownership - note #2.